



MINUTES OF THE BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Violet Varona-Lukens, Executive Officer  
Clerk of the Board of Supervisors  
383 Kenneth Hahn Hall of Administration  
Los Angeles, California 90012

Director of Children and Family Services

At its meeting held August 5, 2003, the Board took the following action:

3

Supervisor Molina made the following statement:

"I commend the Department of Children and Family Services (DCFS) for integrating the concept of risk management through corrective action plans and roundtables, as we initially established them in the Health Department. Review of negative outcomes, as close to the incident as possible, has proven cost effective and efficient in preventing future loss prevention. Proactive approaches in risk management are particularly important within DCFS because we ensure more safety of children and their placements. As we know, Dr. David Sanders has identified the safety of children in placement as one of his top priorities.

"Many years ago, I introduced a motion to encourage this County to duplicate the corrective action plan process and review of negative outcomes Countywide. I am pleased to report that County Counsel and the Risk Manager have assisted us to implement these measures, along with the roundtable concept, which involves County Counsel, Department of Children and Family Services personnel, and risk management staff in conducting objective reviews of negative outcomes well before they become legal claims or lawsuits.

"Based on the Health Department experience we know that certain issues, like inadequate documentation arise repeatedly. The lack of a medical record, fetal monitoring strip or DCFS case file can and has created huge liabilities for this County. In an effort to support the Department with effective risk management techniques without having to 'reinvent the wheel', I suggest the Director of Children and Family Services consider duplicating processes that have proven effective in other departments or units, such as MacLaren Children's Center."

(Continued on Page 2)

### 3 (Continued)

Tony Bravo and Michael Jeffries, representing SEIU Local 535, addressed the Board.

After discussion, on motion of Supervisor Molina, seconded by Supervisor Burke, unanimously carried, the Director of Children and Family Services, with input from the Chief Information Officer, was instructed to report back to the Board at the meeting of September 9, 2003 on:

1. Efforts to create a more efficient case file with an efficient file retrieval system, such as the model used at MacLaren Children's Center, where a "Plan of Care" was created that included a child's family, medical, educational and placement history, as well as how all needs would be met for every child, and the feasibility of implementing the "Plan of Care" model, a sample is attached;
2. The implementation of a negative outcome reporting system, whereby the Department's social workers report any problem within 24 hours to the Director that might impact the safety of a child and create potential liability for the County; and
3. The feasibility of conducting an audit of the State-mandated requirement that every social worker enter each case into a computer database, with a proposed auditing tool and time frame, in an effort to ensure that all children's records are properly entered into State-mandated computer systems.

In addition, the Director of Children and Family Services, with input from the Chief Information Officer, was instructed to report on a quarterly basis to the Board, County Counsel, and the County Risk Manager any recurring risk management issues, such as inadequate documentation, in an effort to analyze and implement systemic changes to ensure the safety of children in every placement:

5080503-3

Attachment

Copies distributed:

Each Supervisor  
Chief Administrative Officer  
County Counsel  
Chief Information Officer